Amendments of the Claims:

A detailed listing of all claims in the application is presented below. This listing of claims will replace all prior versions, and listings, of claims in the application. All claims being currently amended are submitted with markings to indicate the changes that have been made relative to immediate prior version of the claims. The changes in any amended claim are being shown by strikethrough (for deleted matter) or underlined (for added matter).

1. (Currently amended): A business method for use in at least one property housing a large number of separate departments with appropriate populations and infrastructure that would justify the setting-up of a connected strategic outsourcing venue for knowledge/business services, that comprises:

(a) identifying at least one propert housing large number of separate departments with appropriate populations and infrastructure that justify the setting-up of a connected strategic outsourcing venue for knowledge / business services;

(b a) selling the value proposition of knowledge / business services in a pooled manner to an entity in charge of the at least one property so that a physical venue can be provided for the setting-up of a strategic outsourcing of knowledge / business services center for pooling the requirements of users and for efficient fulfillment, processing and service delivery;

(c) convincing the entity to provide the venue for the service center;

(d b) using at least one of existing web-based connectivity and a newly designed network in the property so that the tenant occupants / users within the building / property are able to submit orders to the service center online and so that the order logging, processing, routing and fulfillment may be done by at least one of online, onsite, and offsite and delivered to the user efficiently incurring the lowest possible distribution costs;

(e c) partnering with individual service providers to fulfill the specific service offerings in a cost-effective manner by bringing economies of scale to them by

pooling the requirements of all tenant occupants / users from multiple buildings so that experts from each service stream can be engaged to take ultimate responsibility for the service delivery to the end users, including at least one of installation of equipment, maintenance, supplies, training and key operators where applicable;]

(fd) providing multiple-services through flexible service combinations from the service center and offering a breadth and scope that is dynamic and based on user requirements surveyed periodically and as captured over time;

(ge) providing cost-management to users of the multiple services in a portfolio-style management with manual and/or online tracking and trending of usage; and

(hf) providing online billing, payment and transaction processing capability for multiple users, multiple services and multiple individual service providers, simultaneously, in real time and efficiently.

2. (Cancelled)

3. (currently amended): A web-based processing system wherein a tenant occupant / end user is interconnected from a property via a computer network to a system that performs a method including the steps of:

(a) supporting at least one of order-entry, coordination, processing, fulfillment, billing, payment and reporting processes;

(b) providing order-entry confirmation for knowledge / business services immediately upon receipt and giving automated status feedback at predetermined intervals;

(c) providing customized service catalogs with customized and personalized pricing and selectively providing custom contracts based on pre-determined inputs;

(d) providing usage tracking and trending, including online reporting to users;

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(e) providing online billing consolidated by at least one of a ~~customerand~~ <u>customer</u> <u>and</u> the service provider, and providing capability to process online payments;

(f) routing orders automatically to one of an appropriate service center, fulfillment site, and server of an individual original service provider for ultimate processing and/or fulfillment;

(g) tracking flow-through items with details of recency, frequency, usage and monetary value;

(h) providing portfolio style cost-management online; and

(i) capturing preferences of users for new services as well as captures customer feedback on desired service levels and on-going customer satisfaction

4. (cancelled)

5. (cancelled)

6. (Currently amended): <u>A web-based processing system wherein a tenant occupant / end user is</u> <u>interconnected from a property via a computer network to a system that performs a</u> <u>method including the steps of</u>:

~~A service delivery and load balancing system that~~ automatically accept<u>sing</u>, schedul<u>esing</u> and route<u>sing</u> service requests to the appropriate fulfillment center based on desired service level, type of service, capacity utilization, load factors at various centers, and other such factors<u>;</u> and

immediately confirm<u>sing</u> receipt of the request to the requester with information pertaining to when and where the request will be fulfilled and confirm<u>sing</u> completion of the service request when done via an instant messaging system or a dialogue box that can be opened with at the click of a mouse containing meta-information, or via normal e-mail, where such communication is processed automatically by a processing system and communicated in real-time to the requester or user.

7. (Currently amended): <u>A web-based processing system wherein a tenant occupant / end user is interconnected from a property via a computer network to a system that performs a method including the steps of</u>:

~~A service delivery and load-balancing system that~~ automatically accepts<u>ing</u>, schedules<u>ing</u> and routes<u>ing</u> service requests to the appropriate fulfillment center based on desired service level, type of service, capacity utilization, load factors at various centers, and other such factors<u>;</u> ~~and~~

immediately confirms<u>ing</u> receipt of the request to the requester with information pertaining to when and where the request will be fulfilled and confirms<u>ing</u> completion of the service request when done via an instant messaging system or a dialogue box that can be opened with at the click of a mouse containing meta-information, or via normal e-mail, where such communication is processed automatically by a processing system and communicated in real-time to the requester or user, ~~the system used in synchronization with a web-based processing system wherein the tenant occupant / end-user is interconnected from a commercial office building / university / government property via the web to a system that performing a method~~ <u>the system further</u> including the steps of:

supporting the order-entry, coordination, processing, fulfillment, billing, payment and reporting processes;

providing order-entry confirmation for knowledge / business services immediately upon receipt and gives automated status feedback at predetermined intervals;

providing customized service catalogs with customized and personalized pricing and custom contracts, if needed, based on pre-determined inputs;

providing usage tracking and trending, including online reporting to users;

providing online billing, both consolidated and/or by customer / division / user - and has the capability to process online payments;

routing orders automatically to the appropriate service center or fulfillment site or server of an individual original service provider for ultimate processing and/or fulfillment;

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tracking flow-through items with details of recency, frequency, usage and monetary value;

providing portfolio style cost-management online; and

capturing preferences of users for new services as well as captures customer feedback on desired service levels and on-going customer satisfaction,

the combination of which allows individual desktop and other users to select one of the print and some other function from the file menus of their applications / web-browsers to automatically carry out a method including the steps of:

directly compressing, encrypting, adding meta-information such as service request details and other processing and pertinent information according to a template via a dialogue box, and sending the respective open file/s seamlessly to the web-based processing system of the invention, at the click of the mouse / appropriate button;
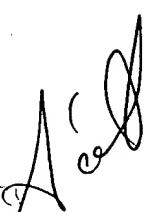
immediately receiving a receipt or response back via a dialogue box, generated automatically from the web-based processing system of claim 3, confirming receipt of the file and the service request;

to receiving a confirmation that the fulfillment will or will not be done according to the desired time-line as entered in the meta-information with the service delivery request and a communication of the expected delivery time and date, based on a scheduling algorithm in the processing system; and

receiving confirmation when the service request is fulfilled and ready for delivery or pick-up as the case may be via a dialogue box.

8. (Original): The business method of claim 1 wherein the venue includes adequate floor space.

9. (Currently amended): The business method of claim 1 wherein the step of selling the value proposition of knowledge/business services in a pooled manner to an entity in charge of the least one property convincing the entity to provide a venue includes negotiating terms that allow a flexible engagement within the at least one property.

10. (Original): The business method of claim 1 wherein the entity is paid for use of the venue on the basis of a share of at least one of revenues and profits generated from providing such knowledge / business services to the tenant occupants / users within the property.